

PENALTY PROVISIONS	Years in Database	Mean and Benchmark	Performance in 2003	Comments
Telephone Answering Factor (%)	4	66.9 55.8 – 78.0	83.5	Data for the W. Springfield Center began in April 1997.
Emergency Answering (%)	NA	NA	NA	This measure, recorded in seconds, is not subject to penalties under WMECO's approved SQ plan.
Service Appointments Kept (%)	NA	NA	97.6	WMECO began tracking this information in January 2002.
Meter Reads	10	93.9 90.1 – 97.7	99.0	
Consumer Division Cases	10	1.60 1.08 – 2.12	0.59	
Bill Adjustments (\$/1000 Customers)	10	51.50 19.40 – 83.60	0.05	
SAIFI	5	0.987 0.891 – 1.083	1.050	
SAIDI	5	118.51 93.51 – 143.51	171.68	
Lost Time Accident Rate (# acc/200,000 employee hours)	10	1.57 0.73 – 2.41	0.73	

ADDITIONAL REPORTING	Years in Database	Mean and Benchmark	Performance in 2003	Comments
Staffing Levels	NA	205	209	Level set pursuant to collective bargaining agreement.
Restricted Work Day Rate (# acc/200,000 employee hours)	10	NA	4.64	
Property Damage > \$50K (#)	NA	NA	0	
Line Loss	10	NA	NA	2003 data is not yet available.
Capital Expenditures (# of projects and total \$)	6	NA	19; \$14.273M	
Spare Component & Inventory Policy	NA	NA	NA	The Spare Component & Inventory Policy can be found in Section Two.
Customer Surveys (scale 1-7): Random Callers	NA NA	NA NA	5.99 6.19	
Customer Service Guarantees (#; total \$)	NA	NA	29; \$725	WMECO began tracking this information in 2002.